

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Wheeler Bros., Inc.

Catalyst Connection

Wheeler Bros., Inc. Achieves ISO 9001:2000 Certification

Client Profile:

Wheeler Bros., Inc. manufactures, engineers, and distributes automotives, truck heavy equipment, industrial parts, and supplies. The company was incorporated in 1960 and is based in Somerset, Pennsylvania. Wheeler Bros. manages most of the parts and distribution of the U.S. Postal Service's Vehicle Maintenance Facilities nationally and employs 170 people.

Situation:

Wheeler Bros. Inc., had worked with Catalyst Connection, a NIST MEP network affiliate, for several years to elevate its quality efforts to all-time highs and establish quality certification. Previously, Wheeler Bros. was registered to 9001:2008 and now wanted to prepare for ISO 9001:2000 certification. The company once again called upon Catalyst Connection for assistance.

Solution:

Catalyst's Quality Systems Consultant, Craig Wilson, assisted the company in preparing for ISO 9001:2000 certification -- from helping to select the right quality manager, to continued maintenance and internal auditor training. Wilson provided internal auditor training classes along with Root Cause/Corrective Action training to maintain the integrity of their system. Finally, the internal auditor training class helped Wheeler Bros. maintain their internal audit program which is a requirement of an ISO 9001 registered company. As a result of Catalyst Connection's assistance, in the category of Supplier Performance, the U.S. Postal Service presented Wheeler Bros., Inc. with the Quality Supplier Award.

Results:

- * Increased sales by 10 percent.
- * Retained \$50 million in sales.
- * Estimated \$20,000 in cost savings.
- * Achieved ISO 9001:2000 certification.
- * Awarded Quality Supplier Award by U.S. Postal Service.

Testimonial:

"Craig Wilson of Catalyst Connection was an excellent resource, providing guidance and improvement tips throughout the implementation phase of the ISO 9001:2000 Quality Management System. As we encountered challenges along the journey, Craig analyzed the processes and then advised us how to proceed in the right direction. Through working with Craig, many efficiencies are built in to the Wheeler Bros.' Quality Management System."

Rick Stegman, Quality Systems Manager

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